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Patient Liaisons Help Ensure a Positive Host Nation Medical Care Experience

Your spouse is deployed and you need medical attention. Your Primary Care Manager refers you to a downtown hospital. You are afraid: you can't speak the language, you're worried about the care you will receive, and you may not understand paperwork that you may be asked to complete.

Imagine having a person who could help you with your host nation medical appointment, translate for you, and check up on you regularly to ensure the care was going well.

Enter your Patient Liaison. Most military Medical Treatment Facilities are staffed with Patient Liaisons who can help you navigate your host nation health care system with ease.

Liaisons speak fluent English as well as your host nation language, and they are skilled at handling host nation medical system procedures. In fact, in most cases, they are already well acquainted with your host nation provider or the people at the host nation facility where you are referred. If you are admitted to a host nation hospital after duty hours or on a weekend, have someone contact your nearest 24-hour military medical treatment facility. They will be able to make sure that a Patient Liaison is notified of your admission.

Here is a synopsis of the key services provided by your host nation Patient Liaison:

- 1. They will help you coordinate care in your host nation medical system*
- 2. They will translate for you if your host nation medical staff cannot speak English*
- 3. They will assist you with scheduling appointments, consultations, tests and follow-up exams*

4. They will help you with your medical bill payment and claim if needed.

After you receive care from a host nation provider, you will typically receive a handwritten report that lists your diagnosis, treatment, medication instructions and other important information. Your Patient Liaison is available to help you understand this document if it is not in English.

TRICARE Europe's quality monitoring program is your assurance that you will receive the best care possible from our Preferred Provider Network regardless of where you live. Military medical treatment facilities and TRICARE Europe gather data about providers in the network from patient surveys, consultation report reviews, and other feedback tools. That data is used to make decisions about the future development of the PPN program.

This quality monitoring also helps us ensure that each member of our PPN continues to meet our expectations of care. If a military clinic or hospital finds that a host nation provider in their network is not performing to their standards, they have the option to discontinue the PPN agreement with that provider. Patient feedback is overwhelmingly positive about the host nation network providers and matches or exceeds overall satisfaction with providers used by TRICARE beneficiaries in CONUS. Beneficiary feedback forms are one of the most important tools available to help monitor the quality of care that occurs in the host nation. It is particularly important for people who go to host nation medical settings to comment on those forms about cleanliness, language abilities, and their perceptions of quality of care. This information is regularly used by military medical treatment facilities and by TRICARE Europe to make decisions about the host nation networks.

For more information about the Patient Liaison program or TRICARE Europe's network of host nation providers, contact your local TRICARE Service Center or log on to the TRICARE Europe web page (<http://europe.tricare.osd.mil>).